

ANNEXURE J

SERVICE LEVEL AGREEMENT - FOR THE PROVISION OF : REMOTELY PILOTED AIRCRAFT SYSTEM (RPAS) / UNMANNED AERIAL VEHICLE (UAV) SERVICES WHICH INCLUDE RELATED INFRASTRUCTURE, RESOURCES, OPERATION, AND SOFTWARE REQUIRED TO PROVIDE THE SERVICES, IN NORTHERN CAPE, GAUTENG, FREE STATE, MPUMALANGA, AND KWAZULU-NATAL PROVINCES FOR A PERIOD OF 03 YEARS (36 MONTHS).

NO	Task	KPI	Measurement	% Weightings	Score	Remarks
1	Finance (Payment and Invoices)	Provide TFR the following outputs: 1. Provide accurate invoices.TNPA must pay the Service Provider after 30 days receiving of invoices	Both Parties must provide a documentary evidence	10		
2	Turnaround Time/RPAS Response	Service Provider must respond within XXXXX	Report	20		
3	Compliance with all applicable Legislations	Provide TFR the following outputs: 1. Relevant certificate (e.g SACAA, PSIRA, E.tc),	Certificate of compliance from SACAA, PSIRA, e.tc	30		
4	Job Creation	Provide TFR the following outputs: 1. number of jobs created	Provide documentary evidence such as Contract of employment,Id copy and Payslip.			
5	Sub-contracting, Social Economic Values and BBB-EE Improvement Plan	Provide TNPA the following outputs: 1. BBB-EE certificate/sworn affidavit. 2. proof of subcontracting(agreement), 3. proof of payment to subcontractor	Provide documentary evidence that reflect all listed KPI's.	30	30	
	TOTAL			90	100	
Weighted Average Score						
Poor / Unacceptable = 65% and below; Average = 66% - 74%; Good = 75% - 89%; Excellent = 90% - 100%						

Evaluators:

Signed at _____ this _____ day of _____ 20____

Transnet Freight Rail

Service Provider

Name: _____
 Title: _____
 Witness: _____
 Name: _____

Name: _____
 Title: _____
 Witness: _____
 Name: _____

Name: _____
Designation: _____

Name: _____
Designation: _____

Name: _____
Designation: _____